

City of Germantown
SPIRIT Nomination Form
March 1, 2016

To: SPIRIT Evaluation Team

RE: Employee's Name: George Dean, Senior Code Compliance Officer

From: Nominator's Name: Sherrye Harris Clark, Neighborhood Coordinator

As most of you already know, George Dean was in a terrible motorcycle accident on Wednesday, September 30, 2015 while on his way home from work. When the call came in to me from my director he said "he is broken but not dead." George was taken to Regional One and started his journey of recovery.

When he was put in the ambulance, the EMT told him to hold on... he was going to get him something for pain. George said 'Man I'm not in a lot of pain.' This puzzled the first responder because he could see his injuries and the loss of blood.

The emergency room started to fill with family and friends worried about the outcome. Will he live? What kind of life will he have? What is going to happen?

The first few days were hard for George. He was in and out of consciousness. When he was awake he never complained and had all of the nurses loving him. His room was always filled with well wishers trying to lift his spirits. But as one of the ones that went to visit him, he was the one lifting spirits with his attitude and humor.

It came the time to decide if he could keep his foot. The doctors spoke to George and didn't pull any punches...he would be better off if they amputated his leg below the knee. George's reaction? "Man...let's go.... Get it done so I can get on the road to recovery! And when can I play golf again?"

This is the way George attacks everything in life. With an attitude of ...let's get it done! If it is broken, let's get it fixed.

As prayers were said in churches all over Memphis and the surrounding area, each day George would get better. After a month in critical care and a brief stay in rehab at Regional One, he headed home. Judy, his wife had a long list of things he needed. Soon friends showed up at his home to build ramps, stock his bathroom with items needed, and to move furniture so he could get around in his wheelchair. George wanted out of the wheelchair and on to the next step. He was ready to get his prosthesis and start walking again. He was still broken but on the road to recovery.

There was a clock ticking inside of George. He was ready to get back to work and he was going to do whatever it took to get back there. His therapist would ask him to slow down. This was not a race but a marathon. But to George it was a race, a race to get back in the saddle, to get back to work and resume his regular schedule. He was not going to let this get him down. George attacked his rehab with the same gusto he uses at work. All while entertaining the group with his humor.

There are an abundance of funny stories that go along with his recovery however they are not appropriate for this avenue. Take George to lunch sometime and get him to share some with you. I promise you will enjoy it.

After a few short months he is back at work on full duty cleaning up the City of Germantown....because in his words...."He had a city to run."

Here are his qualifications for the spirit award:

Nomination Performance Standards:

1. Service Excellence

George Dean takes great pride in providing timely responses to each and every citizens concerns, complaints and inquiries. There are two new code compliance officers and he works with each of them to assist in difficult situations. He will ride with his co-workers to help them access the situation and come to a conclusion that is best for all parties.

2. Producing "A+" Results

George works to have an appropriate outcome for the concerned citizen as well as the alleged compliance violator. It is his goal to get the violation fixed and have peace in the neighborhood and the business sector.

3. Initiative

When a situation arises that calls for extreme caution George uses his humor and knowledge of his job to diffuse the problem. He does not avoid a difficult citizen and he will go the extra mile to make sure the irate customer or business owner knows the ordinance and has a complete understanding of the situation.

He has an elderly couple in his area that is out of compliance and having trouble getting things fixed. They are on a fixed income and unable to work outside the home. George brought me into the situation to work with the neighborhood association to try to get the problem solved. He is looking for ways to help the resident therefore keeping them out of court and from an embarrassing situation.

4. Responsible

George treats everyone fairly in all situations while being honest and straight forward. His demeanor is constantly positive. He looks for ways to improve the code compliance department to make his job and all around him more efficient.

5. Innovative

He has thought of productive and innovated ways of inspecting signs and inspection of the business areas which has helped the city with compliance of the business area. His innovative ideas for patrolling the business districts have lead to a more uniformity in the business owner's compliance. Now that Economic Development is of greater concern, George has played a larger part in the gathering information phase of the plan.

6. Teamwork

It is a real pleasure working with such a fine team member. He has such a dedicated professional caring attitude. If someone needs something in the mornings they can count on him because he gets to work sometimes 45 minutes to one hour early every day. He opens up the building, makes coffee and has everything ready for his work mates, even on one leg!

Your consideration for George Dean as a Spirit Award recipient is appreciated. Based upon his work record alone, I would recommend him for this award, however in regard to his dedication, enthusiasm, desire to go above and beyond along with his concern for others are worthy of mentioning.